



National Finance Center Customer Notification

Date of Notification: December 7, 2010

Subject: NFC Intermittent Telephone Issue Resolved

Database/Customer(s) Affected: All

Dear Customer:

As stated in earlier notifications, the National Finance Center (NFC) had been experiencing an intermittent telephone system issue where calls to NFC's call centers were not routed to the appropriate menu. It is believed that the issue with the Call Pilot that services the call centers has been identified and corrected. However, NFC will continue to monitor the system.

Please notify NFC's Operations and Security Center (OSC) at 1-800-767-9641 or osc.etix@usda.gov of any issues that you may continue to experience.

jkc/M5-11-027/040

"Tip of the Week"

Agencies can request access to update and maintain Tables 001, 003, 005, 022, 063 and 105 in Table Management. To obtain TMGT table update access, the agency must request access through their agency's NFC security officer. Further details can be found in the [NFC Bulletin, TMGT 08-01](#), dated June 16, 2008 on the NFC Homepage.